

# \*iSG® Future Workplace Summit

May 6 & 7, 2025  
New York City



## Your Priority: Building a Future-Ready Workforce to Ride the Wave of Change

The workforce has never seen five generations working at the same time before. This is a diverse workforce, each with a different level of technology adeptness. But the need for AI adoption to increase efficiencies and cost effectiveness applies no matter what generation you're from. This is a major technology adoption challenge, and existing hurdles like embracing a hybrid workforce, balancing the human side of work and optimizing productivity are still in play.

- How do we connect, collaborate and innovate better and faster?
- How do we use AI to create engaged and empowered employees?
- How will human capital management transform the future of work in 2025?

# Meet the Speakers



**Nektar Baziotis**

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CEO,  
ICARUS AI Inc.



**Singleton Beato**

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Global EVP, Chief Diversity  
Equity and Inclusion Officer,  
McCann Worldgroup



**Vishal Brown**

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Global Digital Offering  
Strategy & GTM Leader,  
NTT DATA



**Kelly Candler**

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Vice President Modern  
Workplace,  
DXC Technology



**Maureen Cawley**

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Chief People Officer,  
Saatva



**Laura Courrau**

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Global Head, People  
Empowerment,  
Our World Energy



**Colin Gillingham**

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Founder,  
PhoneScreen AI



**Justin Gress**

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Chief Operating Officer-  
Insurance,  
Vantage Risk



**Ivory Harris**

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CHRO,  
AGCO



**Phyllis Huang**

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Sr. Director Organizational  
Effectiveness,  
Mondelez International



**Julie Kantor**

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CEO,  
Twomentor



**Michael McGarvey**

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Digital Workplace CTO,  
Atos



**Nicole McIntosh**

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Manager, HRBP,  
Princess Cruises



**Priya Nathan**

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Senior Vice President,  
NFP Aon



**Jeff Neuburger**

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Partner, Co-Chair TMT,  
Proskauer Rose



**Vivek Pandit**

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COO,  
PeduL



**Jennifer Philbrook**

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Director of People,  
Jackbox Games



**Emma Plouffe**

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SVP of People &  
Business Operations,  
Vicarious Surgical



# Meet the Speakers



**Eric Treschuk**

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VP, People Strategy & Development,  
Edgewell Personal Care



**Sandy Tsai-Ng**

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Global Workplace Strategy  
& Technology Director,  
Mastercard



**Abbey Wolff**

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Director, HR,  
Servier  
Pharmaceuticals LLC



**Stacey Cadigan**

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Partner,  
ISG



**Beth Thomas**

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Partner,  
ISG



**Doug Saylor**

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Partner,  
ISG



**Jason Stading**

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Director,  
ISG



**Dave Menninger**

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Executive Director,  
Software Research,  
ISG



**Anay Nawathe**

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Director,  
ISG



**Sarah Schaiper**

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Director,  
ISG



**Matthew Brown**

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Director of Research, HCM,  
ISG



**Joe Monteiro**

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Principal Consultant,  
ISG

# Summit Agenda

## Day 01 - Tuesday, 6 May 2025

12:00 - **REGISTRATION & LIGHT LUNCH**  
12:30

12:30 - **CHAIRMAN'S WELCOME**  
12:40



**Stacey Cadigan**  
ISG

12:40 - **ISG PREDICTS: The Next Big Disruption: Harnessing AI**  
13:00 **and Human Synergy for the Future of Work**

The next big disruption is not just about technology; it's about unlocking the synergy between advanced AI systems and human ingenuity. Generative AI, autonomous platforms, and decision-augmentation tools are breaking boundaries, reshaping not only how we work but also what work means. With disruption comes responsibility. How do you prepare for a world where creativity, adaptability, and emotional intelligence are as critical as technical skills?

Summit Chair Stacey Cadigan will reveal key opportunities and actionable strategies to lead with purpose during this profound transformation. Don't miss this opportunity to redefine the relationship between technology, humans and work.



**Stacey Cadigan**  
ISG

13:05 - **KEYNOTE: Powered by Happy**  
13:35

For many businesses, the pursuit of sustainable competitive

advantage is the ultimate goal. At the heart of this advantage? **People.** In today's workforce, acquiring and retaining top talent is more challenging than ever-especially when up to **75% of employees** report feeling unhappy or disengaged at work. This widespread disengagement costs the global economy more than **\$8.8 trillion** annually in lost productivity, high turnover, and diminished business success. Talent must be a high priority for every leadership team.

Join **bestselling author** and **ISG's Partner of Global Enterprise Change** to discover proven strategies for engaging and retaining your best talent from her book **Powered by Happy!**



**Beth Thomas**

ISG

## **13:35 - NETWORKING BREAK & INNOVATION LABS**

**13:45**

These sessions provide hands-on demonstrations of innovative and cutting-edge technologies that are helping to shape the future of business.

## **13:45 - ISG INSIGHTS: From Remote Work to Hybrid**

**14:00**

### **Powerhouses: How Digital Collaboration Transformed the Workplace**

The workplace has undergone a seismic shift, evolving from 40% remote pre-2020 to a thriving hybrid ecosystem. This transformation, powered by advancements in AI, has redefined collaboration, delivering a 76% ROI in productivity and employee satisfaction. Explore the key milestones of this evolution, including AI-driven solutions enhancing workflows, real-world success stories, and insights into the next phase of hybrid collaboration. Discover how organizations can continue to leverage AI to unlock innovation, foster creativity, and keep people connected.



**Anay Nawathe**  
ISG

**14:05 - 14:35** **PANEL: Digital First, Office Second, Hybrid, or All-In**

Explore what's thriving and what's falling short in the evolving landscape of workplace location strategies. How can leaders effectively navigate "Remote First" environments while addressing key factors like flexibility, accountability, and managing a distributed workforce? Discover how organizations can strike the right balance to achieve success. Are these approaches helping attract and retain top talent, or are they driving employees away? Gain insights from leading organizations and benchmarking studies to uncover the best practices for designing workplaces that empower your people and drive your company's success.



**Beth Thomas**  
ISG



**Vishal Brown**  
NTT DATA



**Phyllis Huang**  
Mondelez  
International



**Nicole McIntosh**  
Princess Cruises



**Jennifer Philbrook**  
Jackbox Games

**14:40 - 15:10** **FEATURED INTERVIEW: Adapting & Leading: The Intersection of Work Experience and OCM**

In today's rapidly evolving work environment—defined by hybrid models, digital transformation, and shifting employee expectations—organizations must rethink how they manage change. This session explores how modern workplace dynamics impact the way change is led, experienced, and sustained. This session brings together



change leaders, and workplace strategists to discuss aligning OCM with the realities of today's workforce. Our experts will share insights into leading with empathy, fostering resilience, and creating inclusive, adaptive cultures that thrive in the face of ongoing transformation.



**Beth Thomas**  
ISG



**Kelly Candler**  
DXC Technology

**15:10 - 15:25 NETWORKING BREAK & INNOVATION LABS**

These sessions provide hands-on demonstrations of innovative and cutting-edge technologies that are helping to shape the future of business.

**15:25 - 15:55 PANEL: Think Before You Click: Building a Cyber-Smart Workforce**

A cyber-smart workforce is key to organizational security. Discover how to equip employees with the knowledge and tools to recognize, respond to, and mitigate threats—while fostering a culture of vigilance without fear.

- What are the major security threats that End Users need to be aware of?
- What metrics can you use to best measure security awareness?
- How should you use AI to monitor, track, and improve cybersecurity metrics?
- How can you instill a “security culture” within your organization?



**Doug Saylor**  
ISG



**Jason Stading**  
ISG



**Jeff Neuburger**  
Proskauer Rose



**Priya Nathan**  
NFP Aon

## 16:00 - ISG INSIGHTS: The Clash of Generations in the AI Age

16:15

Brace yourself for the shifting sands of the modern workplace, where generational divides collide with the rise of AI. As millennials—armed with tech-savvy instincts—lead the charge in “The Great Resignation 2.0,” older generations could find themselves grappling with a future dominated by artificial intelligence. Let’s unravel the explosive implications for the workforce of tomorrow.

- How are different generations responding to AI in the workplace, and what tensions does this create?
- What specific challenges does AI present for workforce management, decision-making, and job evolution and how can you overcome them?
- How can business leaders navigate generational differences to ensure successful AI adoption?



**Matthew Brown**

ISG

## 16:20 - ISG STARTUP CHALLENGE

17:10

Entrepreneurs behind innovative solutions will each present pitches on why their technology is best and how it will add the most value to business. After some tough questions from our judges, the audience will have their chance to vote on which technology you are more likely to implement within your own organizations. Who should win this startup challenge?



**Stacey Cadigan**

ISG



**Anay Nawathe**

ISG



**Sandy Tsai-Ng**

Mastercard



**Abbey Wolff**

Servier Pharmaceuticals  
LLC



**Nektar Baziotis**  
ICARUS AI Inc.



**Colin Gillingham**  
PhoneScreen AI



**Vivek Pandit**  
COO

17:15 - **CHAIRMAN'S CLOSE**  
17:20



**Stacey Cadigan**  
ISG

17:25 - **WELCOME RECEPTION**  
18:00

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## Day 02 - Wednesday, 7 May 2025

08:00 - **REGISTRATION & BREAKFAST**  
09:00

09:00 - **CHAIRMAN'S WELCOME**  
09:10



**Stacey Cadigan**  
ISG

09:10 - **ISG PREDICTS: AI Predictions for the Workplace in 2025**  
09:30

The integration of artificial intelligence (AI) in the workplace has accelerated rapidly, reshaping industries and transforming how work is performed. In 2024, predictions pointed to generative AI adoption, automation of routine tasks, and a shift towards creativity and strategy. How accurate were these forecasts?

David Menninger examines the alignment between predictions and reality while unveiling new forecasts for 2025 and 2026. Be the first to learn what's next in the AI revolution and how your organization can stay ahead of the curve.



**Dave Menninger**  
ISG

**10:05 - 10:25 NETWORKING BREAK & INNOVATION LABS**

These sessions provide hands-on demonstrations of innovative and cutting-edge technologies that are helping to shape the future of business.



**Stacey Cadigan**  
ISG



**Justin Gress**  
Vantage Risk

**10:05 - 10:25 NETWORKING BREAK & INNOVATION LABS**

These sessions provide hands-on demonstrations of innovative and cutting-edge technologies that are helping to shape the future of business.

**10:30 - 10:45 ISG INSIGHTS: The Impact of Tariffs & Macro Uncertainty in Businesses**

With the announcement of tariffs, ongoing trade negotiations, and the accompanying market reactions, the global economy is riskier and less predictable than it was two months ago. But global organizations still need to continue global delivery and the workplace has never been more globally distributed. In this session, join Anay Nawathe for a look into ISG's market research on what impacts we're seeing in the IT service sector so far, and what impacts may emerge in the long run.



**Anay Nawathe**  
ISG

**10:50 - 11:20**     **PANEL: Practical Usage of AI: Opportunities, Challenges & Strategies**

Explore how AI is transforming the workplace by identifying both the best and worst use cases, leveraging real-world example studies to showcase its impact. Our panel of industry experts will explore the evolution of technologies and roles, shedding light on how AI tools are enhancing productivity, fostering innovation, and presenting new challenges. How will you navigate these changes while ensuring ethical and effective adoption strategies?



**Anay Nawathe**  
ISG



**Maureen Cawley**  
Saatva



**Emma Plouffe**  
Vicarious Surgical



**Laura Courrau**  
Our World Energy

**11:25 - 11:55**     **FEATURED PRESENTATION: Data-Driven Decisions: How to transform the modern workplace?**

In a data-driven digital workplace, decisions and processes are guided by data analytics to improve efficiency and effectiveness. Explore the challenges of adapting to a future where real-time data and accessibility are critical. Discuss how to overcome latency in data processing to create a more responsive and agile digital workplace, enabling instant decision-making and operational efficiency.



**Michael McGarvey**  
Atos



**11:30 - LUNCH & ROUNDTABLE DISCUSSIONS**  
**12:45**

**12:45 - KEYNOTE: Creating a Thriving Workplace**  
**13:15**

Top leaders are experiencing challenges navigating today's highly disrupted economic and sociocultural landscape, fueled by divisive political discourse. It's time to find ways to steer the conversation away from politics, along with identity-based conflict, to instead focus on creating a sense of connection, belonging and shared purpose among the employees who are feeling the weight of uncertain times. Debate on how enterprises talk about supporting colleagues, champion fairness, ensure inclusive leadership, and thriving culture that drives profitable growth.



**Singleton Beato**  
McCann  
Worldgroup



**Stacey Cadigan**  
ISG

**13:20 - ISG INSIGHTS: Shifting from "Where" to "How":**  
**13:40 Enhance Productivity, Boost Engagement, Improve Retention**

Organizations are facing challenges with employee engagement, teamwork, and retention. Perhaps the answer is shifting focus from where we work to how we work. How can you maximize your team's effectiveness with strategies that encourage intentional time for creative work, outcome-focused meetings, and meaningful collaboration? How can leveraging synchronous and asynchronous work strategies and utilizing technology enhance inclusivity, drive innovation, and transform team productivity in today's evolving workplace?



**Sarah Schaiper**  
ISG

13:45 -  
14:20 **PANEL: Upskilling for an AI-Driven Future: Preparing the Workforce of Tomorrow**

Preparing the workforce for an AI-driven future requires a collaborative approach. Discuss critical skill gaps, continuous learning, and inclusive upskilling initiatives to ensure no one is left behind. Our industry experts will share practical strategies, success stories, and challenges in equipping individuals for an AI-powered economy, offering insights to build a more resilient and future-ready workforce.



**Joe Monteiro**  
ISG



**Ivory Harris**  
AGCO



**Julie Kantor**  
Twomentor



**Eric Treschuk**  
Edgewell Personal Care

14:25 -  
14:35 **TURNING NOTES INTO ACTION**

After a day of great content, what do you do with it? ISG will provide guidance on what your next steps should be for your digital transformation!



**Stacey Cadigan**  
ISG

14:35 -  
15:15 **CLOSING RECEPTION**

# Meet Our Partners

**Atos**

**DXC**  
TECHNOLOGY

**NTT DATA**

Capgemini

**accenture**

icarusai  
E - L E A R N I N G

**PeduL**  
For 7 Million Companies

**PhoneScreenAI**

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**CIO**  
APPLICATIONS

**CIOINSIGHTS**  
Insights From Technology Leaders

**hife.co**

# Conference Venue



## Ease

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Ease is conveniently located in the heart of New York City.